



**State of Illinois**  
**Illinois Commerce Commission**  
**Service Quality for Telecommunications Carriers**  
**Code Part 730.115**  
**Quarterly Filing**

**PaeTec Communications, Inc.**  
**for quarter ending September 30, 2005**

Performance Data	July	August	September	Quarterly Average
A. Operator Answering Time - Toll and Assistance [730.510(a)(1)]	0.00	0.00	0.00	0.00
B. Operator Answer Time - Information [730.510(a)(1)]	0.00	0.00	0.00	0.00
C. Repair Office Answer Time [730.510(b)(1)]	0.33	0.30	0.35	0.33
D. Business or Customer Service Answer Time [730.510(b)(1)]	0.26	0.11	0.20	0.19
E. Percent of Service Installations [730.540(a)]	0.00% *	0.00% *	0.00% *	0.00% *
F. Percent of Out of Service Lines Repaired in < 24 Hours [730.535(a)]	70.55% *	66.13% *	71.15% *	69.28% *
G. Trouble Reports per 100 Access Lines [ 730.545(a)]	4.40	4.20	3.90	4.17
H. Percent Repeat Trouble Reports [730.545(c)]	0.00%	0.00%	0.00%	0.00%
I. Percent of Installation Trouble Reports [730.545(f)]	0.00%	0.00%	0.00%	0.00%
J. Missed Repair Appointments [730.545(h)]	0	0	0	0
K. Missed Installation Appointments [730.540(d)]	0	0	0	0

**Comments**

Not all information pertains only to the state of IL.

Performance Data: C) Whole company info. D) Whole company info. F) Whole company info. G) Illinois data only. Columns that have a "0", mean that PAETEC was unable to obtain that information.



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